



February 27, 2012

Ms. Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street S.W., Suite TW-A325  
Washington, DC 20554

Received & Inspected  
FEB 28 2012  
FCC Mail Room

Re: Annual 64.2009(e) CPNI Certification for 2011  
EB Docket No. 06-36  
Tower Cloud, Inc.  
Form 499 Filer ID #827052

Dear Ms. Dortch:

Tower Cloud, Inc. does hereby provide the attached Annual 47 C.F.R. §64.2009(e) CPNI Certification.

Should you have any questions concerning this submission, please contact the undersigned at (727) 471-5639.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Patricia T. Morrison".

Patricia T. Morrison  
V.P. Finance

Attachments

cc: Federal Communications Commission, Enforcement Bureau, Telecommunications  
Consumers Division (2 copies)  
cc: Best Copy and Printing, Inc. (1 copy via email)

No. of Copies rec'd  
LIST ABOVE

0

**Annual 47 C.F.R. § 64.2009(e) CPNI Certification**  
**EB Docket 06-36**

Annual 64.2009(e) CPNI Certification for 2011

Date filed: February 27, 2012

Name of company covered by this certification: Tower Cloud, Inc.

Form 499 Filer ID: 827052

Name of signatory: Patricia T. Morrison

Title of signatory: Vice President, Finance

I, Patricia T. Morrison, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See 47 C.F.R. § 64.2001 et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules.

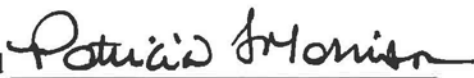
The company has taken **NO (0)** actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year. Companies must report on any information that they have with respect to the processes pretexters are using to attempt to access CPNI, and what steps companies are taking to protect CPNI.

The company has received **NO (0)** customer complaints in the past year concerning the unauthorized release of CPNI. The unauthorized disclosure of CPNI, broken down by category or complaint as follows:

- (1). Instances of improper access by employees: **0 complaints**
- (2). Instances of improper disclosure to individuals not authorized to receive the information: **0 Complaints**
- (3). Instances of improper access to online information by individuals not authorized to view the information). **0 Complaints**

If Tower Cloud had received any complaints regarding the unauthorized use of CPNI, the company would have provided summary of all customer complaints received in the past year concerning the unauthorized release of CPNI.

Signed



## **TOWER CLOUD, INC.**

### **STATEMENT OF CPNI USAGE POLICY AND PROCEDURES**

Tower Cloud, Inc. ("Tower Cloud" or "Company") is a facilities-based "carrier's carrier" that specializes in providing high-capacity point-to-point special access replacement services to cellular telephone companies. The services that Tower Cloud provides are used to establish connectivity between a cellular telephone provider's point-of-presence and its cell sites in a given market. Tower Cloud has a very limited number of large and very sophisticated wholesale customers. The Company does not provide its services on a retail basis to end-user customers or the public.

Tower Cloud does not use CPNI for marketing purposes. Nor does it disclose or permit access to CPNI to third parties for marketing purposes. In fact, because Tower Cloud is a carrier's carrier, it does not have access to information about individual end users in a way that would permit it to use CPNI for marketing purposes. Consequentially, the requirements contained in the FCC's CPNI rules relating to the process for obtaining customer consent for the use of CPNI for marketing purposes are not applicable to Tower Cloud. In the event Tower Cloud should change its capabilities and policies regarding CPNI in the future, it will ensure that the appropriate procedures are in place for obtaining customer consent.

Tower Cloud provides adequate safeguards to protect against the unauthorized release of CPNI. Tower Cloud does not collect call data records or similar usage information for the traffic that transits its facilities. Such usage and configuration data that Tower Cloud has is not to be provided to any retail end users, either by telephone, in person, online, or otherwise. Such CPNI information that Tower Cloud does have is made available only to its wholesale customer account representatives in response to direct requests from those individuals.

Tower Cloud has not experienced any known breaches of CPNI to date. However, Tower Cloud is aware of its obligation to report any breaches to law enforcement agencies via the breach reporting facility located at <https://www.cpnireporting.gov/>. Tower Cloud further understands that it may not notify the affected customer for seven days after reporting the breach. Tower Cloud will retain for two years records relating to any discovered breaches.

Tower Cloud takes its obligations to safeguard CPNI seriously. Tower Cloud has trained its employees with access to CPNI on the limited purposes for which they are authorized to use CPNI, and on the critical importance of protecting CPNI from misuse or unauthorized disclosure. It is Tower Cloud's policy that any employee who fails to follow Tower Cloud's policies and procedures with regard to CPNI will be subject to disciplinary action.